Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Labor Commission	69	1	70
	53	1	54
Customer Company Total	69	1	70
	53	1	54

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Labor Commission	69	1	70
	14	0	14
Customer Company Total	69	1	70
	14	0	14

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Labor Commission	69 0.54	1 0.41	70 0.54
Customer Company Total	69 0.54	1 0.41	70 0.54

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | **Top Number - Total Incidents** | | |
| | **Bottom Number - Missed Resolution** | | |
Customer Company	**Low**	**Medium**	**MR Total**
Labor Commission	69 1	1 0	70 1
Customer Company Total	69 1	1 0	70 1

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents**		
	Bottom Number - Average time in hours		
	Low	**Medium**	**ATTR Total**
Labor Commission	69	1	70
	0.74	0.41	0.73
Customer Company Total	69	1	70
	0.74	0.41	0.73

Labor Commission

Detail

INC000000181391	Dave Bloomfield	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.12
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.12
INC000000182700	Rosalba Dominguez	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183354	Tonya Gallegos	Server	Error	None		TIR Missed: No	TIR:	0.44
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.44
INC000000183356	Nancy Boling	Server	Error	None		TIR Missed: No	TIR:	0.26
Metro A Help Desk	Liz Evans	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.26
INC000000183380	Jennifer Gren	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183455	Nancy Boling	Network	Error	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.07
INC000000183458	Tonya Gallegos	Server	Error	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.07
INC000000183737	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	None	Safety System		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.03
INC000000183842	Clark T Clements	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183925	Jose Blanco	Application	Error	None		TIR Missed: No	TIR:	0.47
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.47
INC000000183980	Mark Leblanc	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184341	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.27
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.27
INC000000184342	Tonya Gallegos	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.21
INC000000184617	Richard LaJeunesse	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.41
INC000000184687	Jose Blanco	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.64
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.64
INC000000184695	Dave Bloomfield	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.51
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.51
INC000000184776	David E Jensen	Telecom	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Dan Barrett	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00

Labor Commission

INC000000184860	Peter Groesbeck	Network	Error	None		TIR Missed: No	TIR:	1.84
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.84
INC000000184913	Lisa Robinson	Network	Incident	None		TIR Missed: No	TIR:	1.32
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.32
INC000000184922	Shaheen Safiullah	PC/Laptop	None	None		TIR Missed: No	TIR:	1.25
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.25
INC000000185338	Kerry Chlarson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	4.49
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	4.49
INC000000185476	Lois Gutierrez	Print/Copy/Scan/Fax	Incident	Novell iPrint		TIR Missed: No	TIR:	1.17
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.17
INC000000185585	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000185620	Kate McNeill	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	1.42
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.42
INC000000185756	Tonya Gallegos	Application	None	None		TIR Missed: No	TIR:	1.70
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.70
INC000000186326	Evelyn S Partner	PC/Laptop	Performance	None		TIR Missed: No	TIR:	1.74
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.74
INC000000186356	Nishan Messerian	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000186550	Joan Carter	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.12
Voice Operations	Annette Nielsen	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.12
INC000000186622	Loretta Woodmansee	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.64
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.64
INC000000186829	Rosalee Oakeson	PC/Laptop	Error	None		TIR Missed: No	TIR:	1.18
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR:	1.18
INC000000187502	Bobie Tupou	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000187521	Rich Lunde	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.18
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.18
INC000000187778	Nishan Messerian	Application	Error	None		TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Resolved	TTR Missed: No	TTR:	0.53
INC000000187786	Patsy Ortega	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000187815	Ami Windham	Application	Error	None		TIR Missed: No	TIR:	3.60
Campus Networking	David Sedei	Labor Commission	Low		Closed	TTR Missed: No	TTR:	3.60

Labor Commission

INC000000187994	Dennis Crenshaw	None	None		None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000188049	Shaheen Safiullah	Print/Copy/Scan/Fax	None		None		TIR Missed: No	TIR:	1.27
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	1.27
INC000000188382	Monique Jackson-Williams	Network	Password		Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000188572	Evelyn S Partner	Wireless Connectivity	Error		None		TIR Missed: No	TIR:	6.28
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: Yes	TTR:	6.28
INC000000189069	Monique Jackson-Williams	Print/Copy/Scan/Fax	None		None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000189072	Monique Jackson-Williams	Network	None		None		TIR Missed: No	TIR:	0.35
Metro A Hosting	Keith Scholl	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.35
INC000000189691	Shirley Cordova	Application	None		None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000189734	Greg Wright	None	None		None		TIR Missed: No	TIR:	1.05
Campus Networking	David Sedei	Labor Commission	Low		Resolved		TTR Missed: No	TTR:	1.05
INC000000189925	Rosalba Dominguez	Application	None		Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000190685	Kate McNeill	Print/Copy/Scan/Fax	Incident		None		TIR Missed: No	TIR:	4.25
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	4.25
INC000000190887	David Lamb	Network	Incident		None		TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Medium		Closed		TTR Missed: No	TTR:	0.41
INC000000191168	Catherine Van Duser	Application	None		Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000191172	Evelyn S Partner	PC/Laptop	None		None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Closed		TTR Missed: No	TTR:	0.00
INC000000191415	Hideko Fairbanks	Network	Password		Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.59
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Resolved		TTR Missed: No	TTR:	0.59
INC000000191426	Jose Blanco	Telecom	Area Code		Telephone		TIR Missed: No	TIR:	0.26
Voice Operations	Lois Schow	Labor Commission	Low		Resolved		TTR Missed: No	TTR:	0.26
INC000000191722	Evelyn S Partner	Wireless Connectivity	None		None		TIR Missed: No	TIR:	3.01
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Resolved		TTR Missed: No	TTR:	3.01
INC000000191740	Brent Asay	Telecom	Voice Mail		None		TIR Missed: No	TIR:	0.17
Voice Operations	Annette Nielsen	Labor Commission	Low		Resolved		TTR Missed: No	TTR:	0.17
INC000000191752	Mark Leblanc	Network	Error		None		TIR Missed: No	TIR:	1.19
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low		Resolved		TTR Missed: No	TTR:	1.19

Labor Commission

INC000000191876	Dave Bloomfield	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.99
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.99
INC000000191957	Bobbi Smith	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000191969	Terri DeVries	Application	Error	Adobe Acrobat 9.0 Pro	TIR Missed: No	TIR:	2.15
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.15
INC000000192355	Micheal Pedersen	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192360	Pete Hackford	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192683	Kate McNeill	Application	None	Novell GroupWise	TIR Missed: No	TIR:	2.36
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.36
INC000000193185	Bobbi Smith	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.37
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000193990	Pete Groesbeck	Application	None	Adobe Acrobat 9.0 Pro	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194067	Bobie Tupou	Application	Error	Budget Preparation	TIR Missed: No	TIR:	0.65
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000194741	Sara Danielson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194772	Karla Staker	Application	Error	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195992	William Adams Jr	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196452	Sara Danielson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000196989	Jerry Pincock	Network	Error	None	TIR Missed: No	TIR:	1.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.00
INC000000197031	Monica Smith-Austen	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197035	Thuy Nguyen	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197625	Bobbi Smith	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00